


**Message: RE: Some other 'issues' with the new system****✉ RE: Some other 'issues' with the new system**

**From** Carrie Hoelscher **Date** Thursday, April 20, 2017 10:40 AM  
**To** Kraft, Emily  
**Cc**  
**Journal Recipients** Emily.Kraft@oa.mo.gov

 [image001.png](#) (5 Kb HTML)  [image002.jpg](#) (11 Kb HTML)

Thank you Emily! And yes, I agree that in the case of a miscarriage, and EPDS is still wise to complete. I believe they've had a difficult time reaching this client since her miscarriage, but have asked the question of them.

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**From:** Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]  
**Sent:** Thursday, April 20, 2017 9:55 AM  
**To:** 'Carrie Hoelscher'  
**Subject:** RE: Some other 'issues' with the new system

If a client miscarried, she needs to have a birthing outcome entered, so please avoid having your case managers use option 2 for miscarriages. ITSD is aware of not being able to discharge before EPDS is filled out and they are working on a solution in test. I will let you know when it goes live, so just have her hold off on this client for the time being. I will let ITSD know about the need for a "1" option for discharge household size.

I recognize that some clients become unreachable after informing the CM that they miscarried, so completing an EPDS in some cases is impossible and the work around is necessary, but for those that do not immediately disappear, is there a reason that the CM cannot still screen for postpartum depression? It seems like there would be some value in a mental health screening such as the EPDS following a miscarriage. I don't know what the exact situation is in this case, I'm just thinking more generally.

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**From:** Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]  
**Sent:** Thursday, April 20, 2017 9:44 AM  
**To:** Kraft, Emily  
**Subject:** FW: Some other 'issues' with the new system

Hi Emily,

Please see the email below from Rachel House. She's given detailed notes of some issues they're having while trying to discharge clients that have miscarried.

Please advise.

Thank you!  
Carrie

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**From:** Cathy Carlberg [mailto:cathycarlberg@rachelhouse.org]  
**Sent:** Wednesday, April 19, 2017 1:41 PM  
**To:** Carrie Hoelscher <carrie@allianceforlifemissouri.com>; Kelly Jones <kellyjones@rachelhouse.org>  
**Subject:** Some other 'issues' with the new system

Hi Carrie,  
I'll do my best to walk you through what's going on here....

Scenario 1:  
We have a client who Miscarried and I'm going through the process of DCing her.

- Our Case Manager filled out the Birthing Outcome form
- I left the 'Client left program before delivery?' unchecked
- Entered Mother & Father Information
- Under Maternal Health/Outcome I selected 'Miscarriage/Spontaneous Abortion'
- Answered 'Yes' to 'Were there maternal complications?'
- Hit Submit with no problems

Still required to submit EPDS:

- I'm required to complete this form and answer all the questions before I can D/C her.

**Scenario 1 issue: I can't complete the discharge process by leaving the 'Client left program before delivery' and answering all the Birthing Outcome questions for a miscarriage. The EPDS has to be filled out completely before going to the Discharge form.**

Scenario 2:

- Change Birthing Outcome Form
  - Select 'Client left program before delivery?'
  - Enter 'Left on date'
  - Submit and get the message:
- 
- Go to EPDS
  - 'Client left program before delivery' is automatically selected
  - Enter the 'Reviewed Date'
  - Submit not problem
- Go to Discharge Form
- Household size doesn't offer '1' (she lives alone)

**Scenario 2 issue: The Birthing Outcome form won't reflect the client miscarried.**



Rachel House Logo

**Cathy Carlberg** | A2A Administrator

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